



COMMUNICATION ACCESS CENTER

FOR THE DEAF AND HARD OF HEARING

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JUN 30 2005

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June 27, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW Room TW-B204
Washington, DC 20544

DOCKET FILE COPY ORIGINAL

RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005

Docket # 03-123

Dear Ms. Dortch,

Communication Access Center for the Deaf and Hard of Hearing respectfully submits the its summary of complaints alleging a violation of federal minimum standards as it relates to the provisioning of Video Relay Service. Communication Access Center, with organization headquarters at 1631 Miller Road, Flint, Michigan 49203 provides VRS through its three video call centers.

CAC tracks and responds promptly to all consumer complaints and other customer service issues.

During the reporting period, CAC registered no complaints that alleged violation of the FCC minimum standards for VRS.

Please feel free to contact Bill Schwall (bschwall@cacdhh.org) or myself at 810-239-3112 with any questions regarding this summary.

Sincerely,

David Hoover
Regulatory Affairs
Communication Access Center

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COMMUNICATION ACCESS CENTER

for the Deaf and Hard of Hearing

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